INTERCOMPANY SERVICES COORDINATION PLAN

TERMINATION PROCEDURES

CONTENTS PAGE

1. GENERAL 1

2. RESPONSIBILITIES OF A NEGOTIATOR . 2

3. RESPONSIBILITIES OF ISC TEAM TERMINATION CONTACTS 2

4. RESPONSIBILITIES OF LOCAL CONTROL LOCATIONS 3

1. GENERAL

1.01 This section describes the responsibilities of the termination function in the handling of customer services coordinated under the Intercompany Services Coordination (ISC) Plan. The purpose is to arrange for and to confirm the issuance of service orders in the other involved Areas for their station terminations. The termination function is applicable for all types of station terminations including assignable station equipment, unique applications of station equipment and new product offerings involving station equipment and their arrangements.

1.02 This section is reissued to incorporate changes in the ISC Plan. Since this is a general revision, arrows usually used to indicate changes have been omitted.

1.03 The methods and procedures prescribed herein apply to personnel performing this termination function regardless of organizational structure within the Operating Telephone Company (OTC). These personnel are designated TERMCO in the ISC Directory.

1.04 The establishment of firm and realistic order due dates for these services directly involves the sales negotiator and the responsible Interval Determination Groups (IDG) coordinating station arrangements with a Company representative responsible for the termination function. Therefore, it is essential that these preorder issuance procedures be closely coordinated and expeditiously handled to ensure the prompt provision of these services.

1.05 The primary goal of these procedures is to provide the negotiator with methods and procedures to quickly and accurately determine if all terminating equipment is readily available. When this determination is made, the Universal Service Order (USO) is issued with critical dates as described in the ***Interval Guide Procedures.*** (See Section 010-520-104.)

1.06 The equipment required to terminate Special Services (SS) and Special Exchange Services (SES) in key telephone, Private Branch Exchange (PBX) and CENTREX® service is always provided, requisitioned and billed at each terminating location. The availability of cabinet mountings for terminations should be checked.

> ***Note:*** ESS trunk termination requests must be evaluated to determine if the serving switching machine has been updated to provide the features called for on the order request. Trunk terminations (features) which have not been previously provided for, must be inserted into program store translation by central office personnel during the machine update. Therefore, when required, the next scheduled update of the switching machine must be used in order to determine a realistic service order due date. This information may be obtained from the ESS machine administrator when the determining the availability of termination equipment.

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2. RESPONSIBILITIES OF A NEGOTIATOR

2.01 Prior to accepting a firm order from the customer, the negotiator must:

(a) Obtain local customer names, addresses and telephone numbers for each terminating location.

(b) Emphasize to the customer his requirement to notify his responsible local contact of the pending order and the possibility of being contacted by OTC sales personnel to negotiate for any terminations as required.

(c) Obtain the overall interval for the service reflecting the interval requirements of both the ISC service and terminations at each Circuit Location (CKL) involved. The overall interval is quoted to the customer and agreement is obtained. The day that the customer agrees becomes the Application Date.

2.02 An illustration termination check list to assist the negotiator in providing meaningful information to the TERMCO is depicted in Figure 1.

2.03 The negotiator must obtain the following from each Local Control ISC Team TERMCO:

(a) Local service order numbers assigned for the termination at each CKL. If more than one local USO number is required for the termination, then each related service order number should be shown in the S&E section of the USO following the Field Identifier (FID) Remarks-Unretained (RMK) for each CKL.

(b) A commitment that all necessary terminating equipment will be reserved or ordered through the issuance of a local USO and the subsequent design process.

(c) Local rates for the terminations as applicable.

(d) The intervals for the terminating equipment.

2.04 The name and telephone number of the Local Control ISC Team TERMCO (or the sales person if contacted directly) must be included in the S&E section of the USO following the FID RMK for each CKL.

2.05 The negotiator must notify the TERMCO and clear any reservation when the USO will not be issued as anticipated.

3. RESPONSIBILITIES OF ISC TEAM TERMINATION CONTACT

3.01 The TERMCO for each OTC ISC Team is listed in the ISC Directory following the functional code TERMCO. The TERMCO is the single point for the ISC Area for all requests for terminations and reservations. In the event that no TERMCO is listed for a particular Area in the ISC Directory, then the team chairman is responsible for the termination function.

3.02 The TERMCO may refer the calling negotiator to local sales to deal directly or, on assigned or major accounts, the negotiator may call sales directly, but the negotiator always has the option of obtaining assistance from the TERMCO if local sales is not responding promptly, accurately or completely. In either case, the TERMCO has the responsibility for the timeliness, accuracy and completeness of the termination information.

3.03 The TERMCO ***must*** respond to a request within eight working hours (from the initial contact) with a positive report to the negotiator even if the positive report indicates terminations are not available. In the event terminations are not available, an additional eight working hours is allowed for the TERMCO to obtain the date the termination will be available and report that date to the negotiator.

3.04 Assignable terminating equipment (including new product offerings and special applications) must be reserved for the period that will be prescribed by the critical dates of the forthcoming USO. If the USO is not issued (for any reason), the reservation is to be canceled after thirty days. The clearing of reservations and the cancellation of the local service orders is the responsibility of the negotiator.

3.05 USOs received with no indication of reserved terminations are to be placed in jeopardy with the Control ISC Team.

3.06 These procedures are applicable to services terminating within an Independent Telephone Company (ICO). The termination function will be coordinated with the assistance of the Bell-Independent

Relations (B-IR) Team member listed in the ISC Directory.

4. RESPONSIBILITIES OF LOCAL CONTROL LOCATIONS

4.01 Sales offices receiving termination requests must be ready to act promptly regardless of whether or not the sales person responsible for the local account is in the office.

4.02 Functional groups, such as Traffic Trunk Assignment, Design, etc, may have to be contacted in the course of handling the contact in order for a realistic commitment to be made to the negotiator. Therefore, it may be necessary for implementation of OTC methods and procedures allowing for interfaces that will provide timely, accurate and complete information.

TERMINATION

USO _____ CKT. NO. _____ ISC RES. NO. _____

TYPE OF ORDER (CIRCLE ONE)

NEW CHANGE

DESCRIPTION OF OPERATION OF SERVICE _____

CKL. _____ FLOOR _____ ROOM _____

SN _____ SA _____

CON _____ CTN _____

TERM. USOC _____ SWBD/CONSOLE _____

TYPE PBX _____

CENTREX TYPE _____ TYPE KEY EQUIPMENT _____

TOUCH-TONE _____ ROTARY _____

SWITCHING _____ SIGNALING _____

SS 1 CODE _____ O FF PREM. EXT. _____ PRIVACY _____

DIAL ACCESS CODE _____ PANEL _____ JACK _____

RESTRICTION _____ ROTARY HUNT _____ WITH TN _____

FX SVC. TEL. _____

_____ _____

_____

_____

Fig. 1—Illustrative Termination Check Point